

To: Hart, Daniel[Hart.Daniel@epa.gov]; Grantham, Nancy[Grantham.Nancy@epa.gov]; Hull, George[Hull.George@epa.gov]
Cc: Abrams, Dan[Abrams.Dan@epa.gov]
From: Smith, Paula
Sent: Mon 8/17/2015 5:28:12 PM
Subject: RE: Can we talk about the 'Contact Us' Link on epa.gov/GKM?

Need Nancy and EOC's recommendation and approval for new address and response.

- Paula

From: Hart, Daniel
Sent: Monday, August 17, 2015 11:20 AM
To: Smith, Paula; Grantham, Nancy; Hull, George
Cc: Abrams, Dan
Subject: RE: Can we talk about the 'Contact Us' Link on epa.gov/GKM?

1) We can change the Contact Us page so incoming messages go to whatever email you want.
EOC_Public_Information@epa.gov?

Of course, EOC needs to confirm a different email address for us to change it. The destination email address to where the Contact Us submits is not visible to users.

2) If you want to have a different submittal process for Contractor information or Technological solutions, let us know what you'd like, if the current set up isn't adequate. We'd need some definition around exactly what's needed.

Daniel (Danny) Hart | Acting Director of Web Communications | Office of Public Affairs | U.S. EPA |
[Tel:202.564.7577](tel:202.564.7577) | cell: 202.365.7095

From: Smith, Paula
Sent: Monday, August 17, 2015 12:50 PM
To: Grantham, Nancy; Hull, George; Hart, Daniel
Cc: Abrams, Dan
Subject: Can we talk about the 'Contact Us' Link on epa.gov/GKM?

Please see attached copy of epa.gov pages that have a 'Contact Us' link (circled items). These are linking back to us in our R8 Environmental Information Service Center (EISC), a link we set up early in the process to just accept incoming public inquiries. The link provides a fill-in form that sends a written request to the EISC. Now that we have the EOC, seems like these inquiries should be routed directly to the EOC where they can be tracked and responded to directly, with new and current vetted and approved information, as possible. Does that make sense?

And then under 'Contractor Information' and 'Technological Solutions' the 'contact us' also sends them to a fill-in form that routes back to us. Once rerouted to the EOC, a response statement should clearly reflect next steps, something like- 'thank you for your interest and response. We will log that in for future reference (or something to that effect.) so that we don't raise expectations for follow-up.

Thoughts? If you agree, can you let me know if and when we can make these changes?

- Paula